Commonwealth Office of Technology

Rated Service Description

Voice-Over-IP Handset Support Service	Rate
VC60 VoIP Handset per month	$10

VC60 is a basic COT managed-voice service offering, including voice mail box, 8am - 5pm M - F support excluding state holidays, 9-1-1 availability (minimum 1 dedicated line per site, such as an analog centrex line, 1 FB, or channel on a PRI, provided by the agency), hardware failure replacement, ageing replacement horizon determined by COT, call transfer, 3 party conference bridge, call forwarding, last number redial, procurement support/services and training to staff on telephone usage (1 hour sessions included per site, at 20 max per class).

VC60 **Includes the following HARDWARE**

Agency will purchase phone instrument from approved listing.

Telephone instrument will be one of the approved instruments on COT's telephone instrument listing. (i.e. Nortel LG68xx, LG12xx, 20xx, 1140E)

All hardware associated with this service will be managed or co-managed by COT and may become property of COT. Any associated costs passed through to the requesting agency is done so without any ownership interest.

VC60 **Includes the following SOFTWARE**

A single client license for the Commonwealth Centralized Voice System (CS2100)

A single client license for a voice mail box on the Commonwealth Centralized Voice System

All software associated with this service is the property of COT. Any associated costs passed through to the requesting agency is done so without any ownership interest

VC60 **Definition of included SERVICES**

Hardware/software maintenance and/or replacement costs associated with the Core switch and basic service functions are at no cost to the agency.

Any/all hardware failures will be replaced as required at no expense to the agency. (However, any hardware failure resulting from abuse may be subject to COT charges being passed through to the agency.)

Agency survivability of phone service in the event of network outage due to network connection failure. (While in survivable mode some features may not be available to user). The hardware providing survivability shall be purchased by the agency requesting this service.

24 X 7 X 365 access to the Commonwealth Service Desk to request service.

No charge for technician to respond to trouble issues at agencies request. (COT charges may apply for abuse of this service or equipment)

Password resets on voice mail box by the Commonwealth Service Desk at no-charge.

8am - 5pm M - F support staff on-call. (Excludes State Holidays)

9-1-1 capability. (agency is responsible for the cost of the line at their site)

All stations will have ability to transfer calls to other stations. (Long distance charges may apply).

Each station will have the ability to place 3 way conference calls, with out utilizing larger bridge services.

Last Number redial is available on all instruments to re-establish the previous call

Assistance will be provided to the agency for required procurement and service processes.

Training - COT will provide 1-hour basic training sessions on the standard device prior to installation. Classes are typically limited to 20 people. Each user must attend training on the standard device. The agency may be responsible for the cost of additional sessions, at the VC40 - 75.00 per hour rate.

VC60 **To Initiate Service or Report a Problem with this service**

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576

· Toll free support number: 800-372-7434

· Via e-mail CommonwealthServiceDesk@ky.gov

Agency must provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator. Trouble issues are covered under this rate and expenses will not be incurred by agency.

Change requests are no-charge to the Agency

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VC60	**Additional Service Clarifications**

Any infrastructure failure, i.e. cabling, patch panel and jacks, is not covered by this rate. Any service provided for this purpose is subject to the 75.00 per hour rate.

Vendor rate is defined as services provided by a Vendor partnered with COT. Current rate is $85.00. (subject to change)

This service is not available where bandwidth is below 1.5Mb/s nor where DSL is used. These sites will need a change of service or data speed upgrade to support this application.

COT standard procedure stipulates each VoIP site have Survivable Remote Gateway (SRG) equipment and telephone line connectivity to ensure communication with 911 emergency services if data network services are lost. This equipment shall be purchased by the agency requesting this service.

All costs associated for local telephone lines for an agency to do business such as Centrex, PRI, etc. will be the responsibility of the agency. COT requires that a path for 9-1-1 service be provided such as an analog line, centrex line, or a channel be isolated on a PRI for this service.

Any long distance cost will be passed through to the agency.

Additional services are available in the OPTIONAL SERVICES SECTION that may or may not be applicable to a particular agency. As detailed above, the VC60 rate covers only a standard VoIP service with listed features.

COT will assist agencies to procure and install requested add-on features, but all costs from vendors or COT will be passed through to the agency.

Telephone set paging is available but not included in the rate. It is limited to a maximum of 40 sets per group.

Auto-attendant is defined as an automated answering application to route incoming call traffic. There is no charge for this service.

Detailed call-reporting capabilities are not included in this rate.

Desktop messaging (unified messaging) is defined as receiving voice mail messages in your Microsoft Outlook inbox. This service is not included in this rate.

Key expansion module is defined as a console attached to the phone to provide more buttons. This service is not included in this rate

Automatic Call Distribution (ACD) service is not included in this rate.

Call Center application (CC6) is defined as an application to provide management real-time reports on ACD agents and groups. This service is not included in this rate.

Long distance charges are not included in this rate and are passed through to the agency

If an agency initiates an "incident ticket" for a component(s) covered by the VC60 service, and it is ultimately determined the issue was not related to services provided under VC60, COT reserves the right to bill the agency at the 75.00 per hour rate.

VC60	**Prerequisites for VoIP service**

Basic Site Readiness assessment to certify the agency site meets minimum requirements for the VC60 service. A cost estimate will be provided for necessary upgrades/changes and/or agency requests. This effort is generally limited to 20 hours per site. COT reserves the option to charge agencies for hours exceeding this threshold at the 75.00 per hour rate.

Network Assessment / compliance will be required before installation.

HVAC Assessment / compliance will be required before installation.

Agencies may be required to fund enhancements and/or upgrades if adding VoIP traffic (or above-standard devices) proves to saturate the agency's existing transport facilities for voice/data/fax/video. This service offering does not include networking services, but COT will assist the subscribers to determine if their current data circuit appears to be sufficient and configured properly to support the addition of VoIP.

Data gathering is the responsibility of the customer. This includes but not limited to phone placement, staff names and extensions. COT will populate the various databases with the provided information. If COT performs the research/data gathering, this time will be billed at 75.00 per hour.

Network switches must meet COT specifications for VoIP and be POE compliant. The agency will incur the cost if upgrade is needed. The data switches must be managed or co-managed by COT.

VC60	**OPTIONAL SERVICES**

Automatic Call Distribution (ACD)

ACD Basic   Installed and programmed at 75.00 per hour rate bill directly to the requesting agency. ACD "basic" provides users with the function of ACD groups but no management reporting capabilities.

Click below to see the current Automatic Call Distribution Standard:

http://www.gotsource.net/docushare/dsweb/Get/Document-21194/7425%20-%20Automated%20Call%20Distribution%20Systems%20(ACD).dochttp://www.gotsource.net/docushare/dsweb/Get/Document-21194/7425%20-%20Automated%20Call%20Distribution%20Systems%20(ACD).doc

CC6 - $900.00 One-time license fee per user and a one time set-up fee will be incurred. This fee is determined by the number of members in the call center and any/all programming. This provides reporting information and is mainly used for call centers. CC6 is the application required to provide both real time and on-demand reporting for ACD managers. Any/all cost related to this application will be passed through to the agency.

Desktop messaging (Unified Messaging)

Unified Messaging performs like regular voice mail, except the user notification is also delivered to the users Outlook (email) "inbox" as a WAVE file, which can be manipulated (saved, forwarded, deleted, etc.) just like any other email.

Desktop Messaging $25.00 One time license fee per user. Set-up time is charged at the rate of 75.00 per hour. Any/all support for this service is subject to $75.00 per hour rate. This cost will be passed through to the requesting agency.

Click below to see the current Voice Mail Standard:
http://www.gotsource.net/docushare/dsweb/Get/Document-21181/7410%20-%20Network%20Services%20-%20Voice%20Mail%20(VM)%20Services%20.doc

Desktop Fax

Desk Top Faxing $25.00 One time license fee. An additional D.I.D number is required per user and will be the agency's responsibility for all cost incurred. Agency will be charged a set-up fee at the rate of $75.00 per hour. Any/all support for this service is subject to the $75.00 per hour rate.

Auto Attendant

Auto Attendant is an application which will answer incoming callers and route the call using a series of options to reach the correct location. All planning, scripting, and programming service will be performed at the $75 per hour rate or vendor rate. Any/all support for this service is subject to the $75.00 per hour rate.

Click below to see the current Auto Attendant Standard:
http://www.gotsource.net/docushare/dsweb/Get/Document-21192/7420%20-%20Automated%20Attendant%20Systems.doc

Call Accounting

Micro-Call is a call accounting package, giving agencies the ability to track both incoming and outgoing call data.

Micro-call recurring standard reports are available to a requesting agency. The report set-up, configuration, database entry, programming and distribution will be subject to the $75.00 per hour rate.

Moves/Adds/Changes (MACs)

Any/all MACs are no charge to the agency.

24 X 7 X 365 Support

This service is available at applicable rates mandated by COT. This service is subject to $75.00, $85.00, or $112.50 per hour rate. Rates vary according to normal business hours, Vendor rates, and/or overtime rates. This service is provided through the Commonwealth Service Desk. Service Critical issues and dispatch are at the discretion of COT.

This option is available for users that have a need for 24x7x365 technical response/support such as prisons, hospitals, etc.